	Notice of References Cited	Application/Control No. 10/043,756	Applicant(s)/Patent Under Reexamination FARNES ET AL.	
		Examiner Peter Choi	Art Unit 3623	Page 1 of 3

U.S. PATENT DOCUMENTS

*	.	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Leek, Colin. "Information Systems Frameworks and Strategy". 1997. Industrial Management + Data Systems. Volume 97, Issue 3.
	V	Wagstaff, Terry. "Productive Use of IT in Support of FM Solutions". Jan/Feb 1996. Facilities. Volume 14, Issue 1/2.
	W	Pace, Stephen; Subbloie, Albert. "Customer Interaction Software: Three Critical Steps Lead to the Right Purchase". June 1999. Call Center Solutions. Volume 17, Issue 12. pp 42-48.
	X	Hazan, Earl. "NY Utility Builds on Its Mapping Strengths". July 1999. Utility Business. Volume 2, Issue 7. p 48.

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Whiting, Rick. "SAS Goes After the E-Intelligence Market". November 29, 1999. InformationWeek. Issue 763. p 24.
	V	Bacheldor, Beth. "WebTrends Updates Business-Intelligence Software". November 29, 1999. InformationWeek. Issue 763. p 24.
	W	Matta, Khalil; Chen, Houn-Gee; Tama, Joseph. "The Informaiton Requirements of Total Quality Management". 1999. Total Quality Management. Volume 9, Issue 6. pp 445-461.
	X	Okasha, Ahmad. "Winning the Market Share Race". October 1998. Pharmaceutical Executive. Volume 18, Issue 10. pp 76-80.

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

		Application/Control No.	Applicant(s)/Patent Under Reexamination
Notice of References Cited		10/043,756	FARNES ET AL.
		Examiner	Art Unit	Page 3 of 3
		Peter Choi	3623	

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Angel, Gary; Hadary, Joel. "Using Card Transaction Data". August 1998. American Demographics. Volume 20, Issue 8. pp 38-41.
	V	Peacock, Peter R. "Data Mining in Marketing: Part 1". Winter 1998. Marketing Management. Volume 6, Issue 4. pp 8-18.
	W	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.